

**Addendum #2: This document replaces in it's entirety original document and subsequent changes from Addendum #1. Document revised to include requirements/changes as applicable to participation of State of Arizona and all applicable State Agencies and anticipated co-operative purchasing relationships. To include but not limited to NEW OPENING DATE and 2nd PRE-PROPOSAL CONFERENCE. Please review entire document and acknowledge receipt with your submission**



## **NOTICE OF SOLICITATION**

**SERIAL 04043-RFP**

**REQUEST FOR PROPOSAL FOR: WIRELESS SERVICES (CELLULAR, DATA, PDA'S, PAGERS)  
NIGP CODE 725-51**

Notice is hereby given that sealed proposals will be received by the Materials Management Department, Materials Management Center, 320 West Lincoln Street, Phoenix, Arizona 85003-2494, until 2:00 P.M./M.S.T. on **NOVEMBER 19, 2004**, for the furnishing of the following for Maricopa County. Proposals will be opened by the Materials Management Director (or designated representative) at an open, public meeting at the above time and place.

All Proposals must be signed, sealed and addressed to the Materials Management Department, Materials Management Center, 320 West Lincoln Street, Phoenix, Arizona 85003-2494, and marked **"SERIAL 04043-RFP REQUEST FOR PROPOSAL FOR WIRELESS SERVICES (CELLULAR, DATA, PDA'S, PAGERS) NIGP CODE 725-51."**

The Maricopa County Procurement Code ("The Code") governs this procurement and is incorporated by this reference. Any protest concerning this request for Proposals must be filed with the Procurement Consultant in accordance with Section MC1-905 of the Code.

**ALL ADMINISTRATIVE INFORMATION CONCERNING THIS REQUEST FOR PROPOSAL AND THE CONTRACTUAL TERMS AND CONDITIONS CAN BE LOCATED A <http://www.maricopa.gov/materials>. ANY ADDENDA TO THIS SOLICITATION WILL BE POSTED ON THE MARICOPA COUNTY MATERIALS MANAGEMENT WEB SITE UNDER THE SOLICITATION SERIAL NUMBER.**

**PROPOSAL ENVELOPES WITH INSUFFICIENT POSTAGE WILL NOT BE ACCEPTED  
BY THE MARICOPA COUNTY MATERIALS MANAGEMENT CENTER**

**INQUIRIES:**

**LONNIE CUNICO  
PROCUREMENT CONSULTANT  
TELEPHONE: (602) 506-3243**

**THERE WILL BE A MANDATORY (FOR PROSPECTIVE PAGER VENDORS ONLY) PRE-PROPOSAL CONFERENCE ON NOVEMBER 4, 2004, 10:00 A.M., AT THE MARICOPA COUNTY CHAMBERS BUILDING, 2nd FLOOR, CANYON CONFERENCE ROOM, 301 S. 4<sup>th</sup> AVE., PHOENIX, AZ 85003.**

**PROSPECTIVE MOBILE/CELLULAR/DATA VENDORS MAY ATTEND AT THEIR DISCRETION FOR CLARIFICATION OF REVISED RFP DOCUMENT.**

**NOTE: MARICOPA COUNTY PUBLISHES ITS SOLICITATIONS ONLINE AND THEY ARE AVAILABLE FOR VIEWING AND/OR DOWNLOADING AT THE FOLLOWING INTERNET ADDRESS:**

**<http://www.maricopa.gov/materials/advbd/advbd.asp>**

**VENDORS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM WITH THEIR PROPOSAL**

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**Signature:**

**Date:**

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## **EXHIBITS:**

EXHIBIT 1 LETTER OF TRANSMITTAL SAMPLE

**NO RESPONSE**

Proposers not responding to this proposal are asked to complete this document and return it to Maricopa County Materials Management Department, 320 W. Lincoln St., Phoenix, AZ 85003-2494 or fax to 602/258-1573.

**MARK OUTSIDE ENVELOPE "SERIAL 04043 -RFP"**

Responses must be received **BY 2:00 P.M., NOVEMBER 19, 2004** Proposers failing to submit a proposal, or this document, may be subject to removal from the Maricopa County Materials Management Contractor List.

**SERIAL 04043-RFP**

**TITLE: WIRELESS SERVICES (CELLULAR, DATA, PDA'S, PAGERS)  
NIGP CODE 725-51**

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CONTRACTOR NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ CONTACT: \_\_\_\_\_

REASON FOR NO PROPOSAL:

\_\_\_\_\_ Insufficient time  
\_\_\_\_\_ Do not handle product/service  
\_\_\_\_\_ Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**IMPORTANT**

**PLEASE READ BEFORE SUBMITTING YOUR PROPOSAL**

**M/WSBE CONTRACT PARTICIPATION**

For this Contract a combined M/WSBE goal of 0% involvement is established for Minority/Women-Owned Small Business Enterprises (M/WSBE). This goal may be attained singularly or by any combination thereof to create the overall designated percentage involvement goal. Instructions and required forms are included in the Minority/Women-Owned Small Business Enterprise Program Contracting Requirements section. The Maricopa County Minority and Women-Owned Small Business Enterprise Program, revised June 14, 2000, is incorporated by reference

The Materials Management Department of Maricopa County will endeavor to ensure in every possible way that Minority and Women-owned Small Business firms shall have every opportunity to participate in providing professional services, materials, and contractual services to the Materials Management Department of Maricopa County without being discriminated against on the grounds of race, religion, sex, age or national origin. The Maricopa County Minority Business Program, effective January 1, 1992, is incorporated by reference.

**REQUEST FOR PROPOSALS FOR: WIRELESS SERVICES (CELLULAR, DATA, PDA'S PAGERS)**

**1.0 INTENT:**

The intent of this Request for Proposal is to select multiple cellular telephone, data, pager and satellite telephone providers for Maricopa County and any other participating public agency in the State of Arizona. This may be a Multiple Award contract. Maricopa County will reserve the right to add contractors based on price, service, and/or applicable changes in technology throughout the contract term if deemed in best interest of the County and/or participating entities.

It is the County's intent to contract with only those companies that own and operate their own Communication Network. (GSM, CDMA, IDEN, TDMA, AMPS, D-AMPS, PCS, SMR, or CDPD) Bidding entities however may partner and/or subcontract with other qualified companies to provide additional services. Partnerships are strongly encouraged to provide those additional services listed within this solicitation that are not exclusively provided by the bidding entity. (ie.. Pager Services, Satellite, etc.)

**ELIGIBLE AGENCIES (Statewide)**

Any contract resulting from this solicitation shall be for the use of all Maricopa County and State of Arizona departments, agencies, commissions and boards. In addition, eligible municipalities, counties, universities, political subdivisions and nonprofit educational or public health institutions may participate at their discretion. In order to participate in any resultant contract applicable entities must have entered into a cooperative purchasing agreement with either Maricopa County or the State of Arizona (per ARS 41-2632).

The following is a list of agencies/municipalities that have expressed their commitment to participate in an Inter-Governmental Agreement (IGA) to procure Wireless Services from sources selected as a result of this solicitation.

Participating agencies/municipalities and their respective current approximate Cellular Phone usage (number of lines – cellular service only):

- MARICOPA COUNTY 2,500
- Projected wireless data for MCT 320

Agencies/municipalities that have committed their anticipated involvement.

- STATE OF ARIZONA 7,055
- Estimate of total participating Co-Op Members 22,520\*
- (\*Figure may be inclusive of usage figures provided below)
- CITY OF MESA 1,000
- CITY OF TEMPE 538
- CITY OF CHANDLER 457
- PIMA COUNTY 1638
- CITY OF PEORIA 440

**2.0 SCOPE OF SERVICES:**

**2.1 PART I: MOBILE TELEPHONE SERVICES SCOPE**

The Contractor shall provide complete cellular telephone services to include airtime, equipment and connectivity throughout the term of the contract.

**2.1.1 MANDATORY PLAN FEATURES:**

- 2.1.1.1 Call Waiting
- 2.1.1.2 Caller ID
- 2.1.1.3 3-Way Calling

- 2.1.1.4 Blocking
  - 2.1.1.4.1 Call Blocking (Selectively Block Delivery of Phone # to Caller ID)
  - 2.1.1.4.2 Line Blocking (Block Delivery of Phone # on All Calls Made)
- 2.1.1.5 Call Forwarding
- 2.1.1.6 Access to Directory Assistance (411)
- 2.1.1.7 Discount Rates for Accessories (e.g. Chargers, Car Kits, Antennas, etc.)
- 2.1.1.8 Free Mobile-to-Mobile Calling (Inter-Carrier Only)
- 2.1.1.9 Free Wireless Local Number Portability (WLNP)
- 2.1.1.10 No In-State Long Distance / Toll / Roaming Charges
- 2.1.1.11 Pooled and Individual Volume Rate Plans (Offer Specific Breakpoints for Differing Rates)
- 2.1.1.12 Voice Mail
- 2.1.1.13 Maintain full compliance with FCC E911 mandates.
- 2.1.1.14 Wireless/Data capability – Must meet FBI encryption requirements when used within Law Enforcement Applications. *A minimum of 128 bit encryption using an acceptable industry standard such as triple DES, AES. Encryption shall be under the control of the law enforcement agency.*
- 2.1.1.15 Availability of Regional and Nationwide plans
- 2.1.1.16 Synchronization for down/up load
- 2.1.1.17 On-Site equipment installation services for vehicles.
- 2.1.1.18 PM services twice a year, to include upgraded software and/or firmware versions.

2.1.2 DESIRABLE PLAN FEATURES & OPTIONS:

- 2.1.2.1 Call Plan Options with No-Cost Handsets
- 2.1.2.2 Month-to-Month Roll-Over Minutes
- 2.1.2.3 Data Network Access over Carrier Network  
GSM Mobile Data Service Plans (ie.. Blackberry or comparable),  
Equipment, & applicable application accessories
  - 2.1.2.3.1 NOTE: For security reasons, Contractor shall provide the resources necessary to enable the removal of data/information from Equipment remotely (Over-The-Air or OTA) should Equipment become lost, stolen, or surplus.
- 2.1.2.4 Equipment Options (Phones & Other Communication Devices)
  - 2.1.2.4.1 Bio-Metric Personal Identification
  - 2.1.2.4.2 Biotelemetry (e.g. GPS)

- 2.1.2.4.3 Camera/Video picture transmission
- 2.1.2.4.4 Dual/Tri-Mode/Quad-Mode which include multiple digital modes and frequency bands
- 2.1.2.4.5 GSM capable for International coverage as applicable.
- 2.1.2.4.6 External Data ports for computer connection: minimum 56kb throughput rate.
- 2.1.2.4.7 Two way push-to-talk with less than 3 second access time, and 1 second latency.
- 2.1.2.4.8 Two-way text messaging on voice phones
- 2.1.2.4.9 Direct hearing-aid compatible phones (magnetic loop or headset)
- 2.1.2.4.10 GPS based map display phones.
- 2.1.2.4.11 Radiotelephones with hardened cases. This may be in the form of rubberized cases or corners, or rounded, hardened plastic corners. These phone shall be able to sustain a drop from 3' height onto a concrete surface, on any three axis, without damage.
- 2.1.2.4.12 Palm OS Screen phones with 320x320 pixel screen, and 16 Mb RAM minimum.
- 2.1.2.4.13 Dual number capability
- 2.1.2.4.14 Hands free units for vehicles
- 2.1.2.4.15 Import/Export Data (e.g. via CDPD, CDMA, EVDO, 1xRTT, EDGE, Wi-Fi, Bluetooth, W/I Max etc.)
- 2.1.2.4.16 Java Programmable
- 2.1.2.4.17 Personal Data Assistant (PDA)
- 2.1.2.4.18 Site-Specific Repeaters to Improve Service Accessibility
- 2.1.2.4.19 Web Browser
- 2.1.2.5 Equipment Refresh Program
- 2.1.2.6 Free Incoming Minutes
- 2.1.2.7 Free Land-Line Calling to Pre-Designated Number(s)
- 2.1.2.8 Free Nights and Weekends Calling
- 2.1.2.9 Free Nationwide Long Distance Calling
- 2.1.2.10 IP-Based Applications
  - 2.1.2.10.1 "Canned" Programs

- 2.1.2.10.2 Custom Programming Services
    - 2.1.2.10.3 Security Services
  - 2.1.2.11 Overage Management
    - 2.1.2.11.1 Ability to dynamically purchase additional calling minutes to avoid plan overage fees
    - 2.1.2.11.2 Roll-Over Minutes (month to month)
  - 2.1.2.12 Rental versus purchase of equipment and insurance plans with deductible
  - 2.1.2.13 Inventory control by department, possibly through web access
  - 2.1.2.14 Flexibility to change plans or promotional plans
  - 2.1.2.15 Specify your company's ability to provide portable repeaters (COWs) for emergency situations as well as the procedure to request this service.
- 2.1.3 MANDATORY CONTRACTOR BUSINESS REQUIREMENTS:

These Business requirements are to be applicable to all Voice and Data plans and/or technologies as applicable.

  - 2.1.3.1 Shall Own & Operate Their Own Communication Network(s) (GSM, CDMA, IDEN, TDMA, AMPS)
  - 2.1.3.2 Shall Not Impose A Minimum Term Length for Calling Plans
  - 2.1.3.3 Shall Not Impose Service Activation Fees
  - 2.1.3.4 Shall Permit all participating entities to Switch or Terminate Service Plans without Incurring a Penalty or Obligating Owner to Additional Contract Terms (unless "free equipment" was included in plan).
  - 2.1.3.5 Shall Provide a Service Availability Topography Map for Arizona. Upon request, all participating entities may request actual RF Propagation maps of the contractors network.
  - 2.1.3.6 Shall Terminate Service to Lost or Stolen Equipment within Two (2) Hours of Owner Notification to the Contractor.
  - 2.1.3.7 Shall provide ability to change service plan within month for a short time frame with no penalty. Participating entities would be required to maintain a list of authorized users that are allowed to request short duration service plan changes based on travel requirements. As travel requirements dictate, users may request service plan changes from Regional to Nationwide Coverage plans.
  - 2.1.3.8 CD-ROM, EDI, or IP Based Billing & Reporting
    - 2.1.3.8.1 Two (2) Separate Billing Accounts
    - 2.1.3.8.2 Itemized Charges (one for equipment and one for airtime)
  - 2.1.3.9 Equipment (Phones & Other Communication Devices)



2.1.3.9.1 Bank of On-Hand Equipment Spares (Quantity 5 per model type and associated accessories) for New Service Activation and Equipment Replacements for each Agency you do business with. These can be activated at any time 24 hours a day for emergency purposes. (NOT APPLICABLE TO SATELLITE PHONES)

2.1.3.10 Equipment & Supplies Delivery

2.1.3.10.1 New & Replacement Equipment & Supplies Shall be Delivered by Contractor to Owners' Requesting Department (Depot Service)

2.1.3.10.2 New & Replacement Equipment & Supplies Designated as Public Safety and Emergency Management Shall be Given Priority Service Delivery

2.1.3.11 Electronic Billing Data Shall be Received within 10 Days of the Close of the Billing Cycle.

2.1.3.12 Dedicated Account Service Representative available 8 to 5 Monday through Friday Mountain Standard Time.

2.1.3.13 Radiotelephone REGISTRATION:

Each radiotelephone shall be delivered with all required accessories, and ready for use. Carrier registration shall be pre-assigned to the buyer-designated carrier or carriers.

2.2 DESIRABLE CONTRACTOR BUSINESS REQUIREMENTS

2.2.1 Replacement Equipment Shall be Received within 48 Business Hours, i.e., Two Business Days, of Placing Order. Preference may be given to those that provide a retail location and/or account representative that can provide equipment same day service.

2.2.2 Wireless Local Number Portability (WLNP) Requests Shall be Completed within 48 Business Hours, i.e., Two Business Days, of Placing Order.

2.2.3 Dedicated Account Service Representative available 8am to 5pm Monday through Friday Mountain Standard Time.

2.2.4 Contracting public entities to receive Network priority during declared states of Public Emergency.

2.3 WARRANTY

All equipment supplied under this specification shall be fully guaranteed by the contractor for a minimum period of 12 months from the date of acceptance. Any defects of design, workmanship, or materials, that would result in non-compliance with the contract specification, shall be fully corrected by the contractor (including parts and labor) without cost to the customer. The written warranty shall be included with the delivered products to the using agency.

2.4 MAINTENANCE (Local)

In order to assure that any ensuing contracts will provide the necessary maintenance support required for the equipment specified, each potential contractor must have local maintenance facilities or have specific agreements in force with a third party to provide local maintenance. Each maintenance facility must be staffed by trained technicians and have sufficient parts

inventory in order to provide quality service on the equipment specified. Maricopa County and/or the State of Arizona may inspect the maintenance facility to determine adequacy.

2.5 ELECTRONIC COMMERCE (Cellular Service Only)

Offerors must describe their ability to provide and maintain, at a minimum, an Internet web site that contains their complete Services and Equipment Schedule (SES) as well as product specifications and service options, the service agreement, a coverage map, contact information for order placement, problem reporting, equipment maintenance and billing concerns.

In addition to the SES, contractor should provide a discounted pricing schedule of all plans available under the scope of the awarded contract. Current prevailing market rate should be shown for reference and confirmation of discount offering as applicable to contract terms.

2.6 PRICING LEVEL – DISCOUNT GUARANTEE (Cellular Service Only)

Offerors must submit with their proposal a narrative that describes the baseline for determining published price and the initial pricing level discount that is proposed.

**RESPONSE TO THIS REQUIREMENT MUST BE IN THE FORM OF A PERCENTAGE DISCOUNT FROM A PUBLISHED OR BASE LINE PRICE LISTING (As described above in ELECTRONIC COMMERCE). IN ADDITION CONTRACTOR MUST GUARANTEE THAT SUBSEQUENT DISCOUNTS ARE EQUAL TO, OR EXCEED ANY DISCOUNTS BEING OFFERED ANYWHERE WITHIN THE STATE OF ARIZONA AT TIME OF PURCHASE.**

2.7 VOLUME DISCOUNTS (Cellular Service Only)

Offerors may provide additional volume based pricing for consideration. Volume Discounts are to be reflected in an **additional percentage discount offering** as applicable to reaching “Total Number of Line” or “Dollar” Plateaus with respective carrier. The narrative in response to this specification should include a table indicating the additional discount percentage to be earned by cumulative volume\* purchased. For example, offerors may propose an increase in price discounts from the baseline pricing for volumes greater than “X” number of lines or “X” millions of dollars in cumulative volume\* processed under the price agreement. Additionally, vendor shall quantify means of applying discounts as applicable to future and/or retroactive billing.

**\*Cumulative Volume**

Cumulative Volume shall constitute the total number of lines or dollars billed under the resulting contract. The Cumulative Volume shall include all lines billed to Governmental Entities eligible to purchase service under the terms of this contract and applicable Cooperative and/or Inter-Governmental Agreements. Contractors shall have the ability to produce quarterly usage reports for ALL lines of service operating under terms of this contract. Maricopa County and/or the State of Arizona will have quarterly access to these reports, which will be verified via similar internal functions to verify data.

Volume Discount offerings are optional. However, please note that their inclusion will be part of the evaluation process along with Bulk Minute Plan offerings. (See Sec. 3.12.4) Preference will be given to those proposals containing such offerings and scored accordingly.

2.8 PERSONAL EMPLOYEE PLANS: (OPTIONAL)

Use of proposed Employee Plans will be at sole discretion of each contracting entity and any applicable statutes that govern such opportunities.

2.8.1 Employees who contract for cellular telephone and related services are individually responsible for all associated expenses, including, but not limited to: repair; battery replacement; battery chargers; clips; cases; monthly provider service fees; replacement of

lost, stolen, or non-repairable devices; service contract termination fees; up-front fees; and all call/transmission charges.

2.8.2 It is employees' responsibility to contract with the provider of his/her choice and to adhere to all contract terms associated with the particular agreement.

2.8.3 County shall have no legal or financial responsibility for any calling plans extended to employees.

**ALTHOUGH THE FOLLOWING ITEMS (SEC. 2.9 & 2.10) ARE LISTED AS OPTIONAL, IT IS STRONGLY ENCOURAGED THAT PROPOSING ENTITIES PARTNER WITH OTHER QUALIFIED ENTITIES TO PROVIDE SERVICES AS APPLICABLE TO SUPPLEMENT THEIR OWN SERVICE OFFERING.**

**ALTHOUGH IT IS MARICOPA COUNTIES INTENT TO HAVE THESE SERVICES AVAILABLE ON THE RESULTING CONTRACT, MARICOPA COUNTY RESERVES THE RIGHT TO AWARD ALL PROPOSALS IN PART, WHOLE, OR NOT AT ALL FURTHERMORE, EACH PARTICIPATING ENTITY WILL RESERVE THE RIGHT TO CONTRACT FOR OPTIONAL SERVICES AT THEIR OWN DISCRETION.**

2.9 PAGERS: (OPTIONAL)

2.9.1 Contractor shall propose Pager Services if they have these available. They should describe the services and equipment available in detail.

2.9.2 Provide One Way Digital text, Two-way unlimited, and Alphanumeric services 7 days a week, 24 hours a day, 365 days per year.

2.9.3 Proposers shall propose both in area and out of area plans.

2.9.4 Voice mail

2.9.5 News options

2.9.6 Group paging controlled by department, possibly through web access control.

2.9.7 Provide coverage in basement of county complex for receiving and sending pages

2.9.8 Specify backup strategy for paging should web site become inoperative. (ie. Keyboard alphanimates)

2.9.9 Provide a means to import a data file to the backup so that manual entry is not required for each backup location.

2.9.10 Specify your company's procedure to add additional sites for coverage, in particular at a entity owned facility.

2.10 SATELLITE TELEPHONE SERVICES (OPTIONAL):

**Contractor shall propose Satellite Telephone Services if they have these available.** They should describe the services and equipment available in detail. Include mobile, portable and fixed units as well as installation services in vehicles and/or buildings.

Describe your service levels including your multiple satellite capability in the event the primary satellite is inoperative.

**2.10.1 Coverage:**

Coverage shall be 100% of the State of Arizona and CONUS, with optional worldwide service. The system shall not be susceptible to fades due to rainfall or other ionospheric and tropospheric conditions. The system should be capable of penetrating light buildings, but is not required to penetrate commercial grade buildings for telephonic communications. However, paging services should be able to penetrate most types of commercial structures.

**2.10.2 Price:**

Airtime cost must be based upon random wide area calls. i.e., The airtime cost should be fixed for any call placed from within Arizona to any location in CONUS. Separate pricing for calls terminating through various other CONUS gateways outside Arizona are not acceptable. An international calling package may also be offered.

**2.11 RADIOTELEPHONE CARRIER QUALITY OF SERVICE:**

All vendors/providers/suppliers will provide carrier (Dial-Tone) for one of the designated "home" areas selected by the buyer.

The vendor SHALL provide verified information on the quality of service offered by the carriers, for the past calendar year for the Phoenix and Tucson home areas. This information shall include:

2.11.1 Percent calls blocked (Phoenix & Tucson metro areas)

2.11.2 Percent calls dropped (Phoenix & Tucson metro areas)

2.11.3 Percent coverage of Phoenix Metro Area (Include maps) for both mobile and portable units

2.11.4 Percent coverage of Tucson Metro Area (Include maps) for both mobile and portable Units

2.11.5 Percentage of in-building coverage in the Phoenix/Tucson metro areas for portable units. This figure shall be verified by conducting the appropriate tests as needed to verify problem specific areas. A single call MUST be made and completed on the first try at each location tested, and maintained for a 1-minute period to be counted as a successful call. (Satellite service Coverage is excluded from this requirement) A maximum monthly average of 2% calls dropped and blocked are allowed. If this number is exceeded for any 30-day period, the contract may be cancelled upon written notice for inadequate quality of service.

**2.12 RURAL SERVICE AREA COVERAGE REQUIREMENTS**

All proposals for (Voice & Medium Speed Data -Wide Area Coverage; Excluding Satellite Systems) systems MUST provide coverage over major portions of Arizona territory to meet the needs of participating entity and rural governments. Additionally, coverage in all major US cities (over 100,000 population) is very desirable and should be incorporated into proposals. All proposals to be acceptable, must provide for statewide coverage, as a minimum, except for the following:

I-15 on the Virgin River Strip.

Also, due to homeland security requirements, no service carrier will be awarded a contract that does not have coverage along the Mexican border in the 20 mile vicinity of Douglas, Nogales, and San Luis.

**2.12.1 Required Home Service Areas**

95% coverage to a portable handset shall be available in the following Arizona cities and towns:

- |                       |                 |                   |
|-----------------------|-----------------|-------------------|
| 1. Phoenix Metro Area | 2. Casa Grande  | 3. Tucson Metro   |
| 4. Flagstaff          | 5. Payson       | 6. Page           |
| 7. Nogales            | 8. Globe-Miami  | 9. Sedona         |
| 10. Prescott          | 11. Safford     | 12. St. Johns     |
| 13. Bisbee            | 14. Douglas     | 15. Sierra Vista  |
| 16. Clifton           | 17. Parker      | 18. Bullhead City |
| 19. Kingman           | 20. Havasu City | 21. Holbrook      |
| 22. Pinetop-Lakeside  | 23. Show Low    | 24. Winslow       |
| 25. Oro Valley        | 26. Apache Jct. | 27. Eloy          |
| 28. Florence          | 29. San Luis    | 30. Yuma          |
| 31. Cottonwood        | 32. Wickenburg  |                   |

Local number assignments shall also be available for all of these areas. Additionally, specialty features available in the providers primary system, such as photo transmission and medium speed data transmission (56KBd-156KBd), should be available in as many rural cities and towns as possible.

**2.12.2 Desirable Home Service Areas**

It is desirable that 95% coverage to a portable handset should be available in the following additional Arizona cities and towns:

- |                   |               |                 |
|-------------------|---------------|-----------------|
| 1. Snowflake      | 2. Taylor     | 3. Sahuarita    |
| 4. Coolidge       | 5. Kearny     | 6. Mammoth      |
| 7. Superior       | 8. Camp Verde | 9. Chino Valley |
| 10. Heber         | 11. Williams  | 12. Willcox     |
| 13. Springerville | 14. Tombstone | 15. Catalina    |
| 16. Benson        |               |                 |

Local number assignments shall also be available for all of these areas.

**2.12.3 Means of Coverage**

In order to meet the requirements of coverage under 2.12.1 and 2.12.2, the carrier may provide for one of the following:

1. Coverage within one=s primary owned and operated system over the widest possible area is desirable.
2. In-system roaming agreements with other licensed carriers to provide for a system that appears to be completely Aseamless= to the user. This would include use of the same type modulation format to hand off specialized user information, including voice mail and other features.
3. In-system roaming agreements with other licensed carriers to provide for roaming that involves differing modulation techniques. This would include IS-54 AAMPS= or ANAMPS= (Analog modulation) as a lowest common denominator service in out-of-system areas. In-system roaming agreements shall not involve multiple billings to the end users, or differing rates for coverage in different areas. No daily Aconnect= charges be assessed for use under any Ain-system= roaming agreements.

**2.12.4 Unincorporated Wide Area Coverage**

Since there are many rural areas requiring employees or officials of the State, and other governmental subdivisions to function, which are outside the boundaries of the cities and towns enumerated in 2.12.1 and 2.12.2, it is very important that coverage be provided in as much of unincorporated rural Arizona as possible. Service providers shall provide maps indicating specific handheld portable coverage areas available through their systems, or through in-system roaming agreements. General rough-outline maps are not acceptable substitutes for actual coverage maps.

Regional-only, RSA carrier providers choosing to bid MUST provide detailed maps of their coverage area, whether digital (including which type) or analog, and a legal description of their FCC authorized RSA. In addition, any RSA wide-area roaming agreements must be clearly delineated and explained. These agreements MUST meet the standard established in 2.12-1 or 2.12.2, and 2.12.3 and 2.12.4.

**2.13 Feature Availability**

Except for RSA proposers meeting the criteria of 2.12.1 or 2.12.2, any of the above features offered MUST be available in both Phoenix, Tucson, and along the I-10 connecting corridor, as a minimum. Additionally, the features should be available in as many of the rural cities and towns listed under 2.12.1 as possible, and will be rated accordingly.

Similar services in cities and towns listed under 2.12.2 and other rural Arizona areas are desirable, and will also be rated accordingly. Extra charges for the services in selected rural cities and towns is not acceptable.

**2.14 CURRENT PRODUCTS:**

All equipment, materials, parts and other components incorporated in the work or covered by this contract shall be NEW, in current and ongoing production: shall have been formally announced for general marketing purposes; shall be a model or type currently functioning in a user (pay customer) environment and capable of meeting or exceeding all specifications and requirements set forth in this solicitation. Occasionally departments may request refurbished equipment for special utilization programs.

**2.15 CARRIER COMPLIANCE WITH FCC 9-1-1 REQUIREMENTS:**

All Cellular/PCS carrier vendors awarded contracts under this RFP shall certify that they are in, and continue in full compliance with CURRENT FCC mandates for wireless 9-1-1 compatibility with Enhanced 9-1-1 Emergency Calling systems' access and location.

**2.16 DATA CARRIER SERVICE:**

The vendor/carrier provider may offer a separate proposal for digital data-only service on a (Phoenix-Tucson-I10 Corridor) basis. Such data service should be a packet switched type network, although streaming data is allowed if demonstrated that peak-hour message delivery time is not greater than 10 seconds. Data service coverage should be 98% of the Phoenix and Tucson metro areas, to a 3 watt mobile data radio in a vehicle with a 3 dB gain outside antenna. Ideally coverage would encompass all of Maricopa County . These service areas may include rural areas as serviced by Law Enforcement personal. Selected Vendors may be requested to produce RF Propagation maps for their Data Network.

Pricing for such data service MUST be a flat monthly charge, based upon unlimited usage within the entire service area. Systems which have been determined to meet the intent of this specification include but are not limited too the Alltel CDPD network, and the SBC Mobitex network and EDNO. Must meet AZ DPS and FBI encryption requirements.

2.17 DATA TO BE SUBMITTED:

At the time of submitting their proposal, each proposer must submit complete technical information, graphs, photographs, diagrams, instruction manuals, and other means, to fully describe their equipment. In the event the published literature furnished by the proposer is at variance with the minimum requirements of any item of this specification, the proposer shall explain in detail, with full engineering support data, the reasons why the proposed service and equipment will meet the County's requirements and not be considered an exception to the specifications. Failure to supply complete technical and operational information may be sufficient cause for rejection of a proposal.

2.18 RADIOTELEPHONE EVALUATION SAMPLE UNIT:

Sample units may be required. If requested, the vendor shall provide, at no cost, a minimum of five manufacturer's sample unit of the equipment proposed, including technical manuals and operating instructions. The sample unit shall be vendor aligned to operate on the designated carrier service provider's system and shall be activated for service. These units will be tested in the field for service levels and coverage within the State of Arizona. If requested the sample unit should be received at the following address within 15 days after the written request is received.

Maricopa County Materials Management, Attn: LONNIE CUNICO, 320 W. Lincoln Street, Phoenix AZ 85003

The package containing the sample unit should be plainly marked "Sample Unit, RFP Number 04043-RFP." The sample unit will be returned to the vendor within 45 days of the date of the award. Failure to submit a sample unit may result in rejection of the proposal.

**PLEASE NOTE: These requirements shall be applicable to ALL ENTITIES that should choose to purchase services off the resulting contracts. Selected contractors would agree to provide Sample Units to all entities under the same terms as described above for Maricopa County.**

2.19 ON-GOING SYSTEM EVALUATION SAMPLE UNIT:

Each successful vendor awarded at least one portable unit on contract under this proposal, and who also provides digital or analog carrier service, shall provide, at no cost, a long term carrier service evaluation portable unit. This unit will be used for continuous evaluation of coverage requirements as specified in this document and for various departments and agencies to determine carrier suitability for their needs. This evaluation sample will be retained by the contracting entity for the duration of the contract or as needed. The sample provided may be the lowest line portable unit of the vendor for the digital and analog category, accepted on the contract. This provision would be applicable to all contracting entities.

2.20 USER INSTRUCTION MANUAL:

One manual shall be furnished for each radiotelephone unit supplied under this Proposal. Proposers agree to provide on site training of users in a group class environment if necessary with as one week notice. Additionally, the user manuals can be made available on CD or available for download/viewing via website link.

2.21 DEVELOPMENT DATA:

The vendor shall agree to supply free of charge all information which may be the result of future development and experimentation by which the performance and efficiency of the equipment purchased under this specification may be improved or modernized. Any software defects shall be corrected by the vendor by installing new software on units previously sold under this contract, or by swapping for an upgraded unit without the software defect.

2.22 WORKMANSHIP:

All equipment supplied shall be of the latest, most improved model, past the development state and currently in factory production with a satisfactory performance record as evidenced by vendor supplied data and as determined by Contracting Entity.

2.23 USAGE REPORT:

The Contractor shall furnish requesting entities a quarterly usage report delineating the acquisition activity governed by the Contract. The format of the report shall be approved by the requesting entity and shall disclose the quantity and dollar value of each contract item by individual unit.

2.24 SYSTEM OUTAGE REQUIREMENTS:

Describe your process to deal with any RF interference issues. In particular, with existing facilities that have 800 MHz Trunked radio system in use..

Describe your process for notification of system outages.

Describe your process for crediting accounts for extended service interruptions.

3.0 **SPECIAL TERMS & CONDITIONS:**

3.1 CONTRACT LENGTH:

This Request for Proposal is for awarding a firm, fixed price purchasing contract to cover a Three (3) year period.

3.2 OPTION TO EXTEND:

The County may, at their option and with the approval of the Contractor, extend the period of this Contract up to a maximum of Three (3), one (1) year options. The Contractor shall be notified in writing by the Materials Management Department of the County's intention to extend the contract period at least thirty (30) calendar days prior to the expiration of the original contract period.

3.3 INDEMNIFICATION AND INSURANCE:

3.3.1 INDEMNIFICATION.

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless the County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney fees and costs, relating to this Contract.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the negligence of the County.

3.3.2 Abrogation of Arizona Revised Statutes Section 34-226.

In the event that A.R.S. § 34-226 shall be repealed or held unconstitutional or otherwise invalid by a court of competent jurisdiction, then to the fullest extent permitted by law, **CONTRACTOR** shall defend, indemnify and hold harmless **COUNTY**, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or resulting from **CONTRACTOR'S** work or services. **CONTRACTOR'S** duty to defend, indemnify



and hold harmless, **COUNTY**, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, injury to, impairment or destruction of property including loss of use resulting therefrom, caused in whole or in part by any act or omission of **CONTRACTOR**, anyone **CONTRACTOR** directly or indirectly employs or anyone for whose acts **CONTRACTOR** may be liable, regardless of whether it is caused in part by a party indemnified hereunder, including **COUNTY**.

The scope of this indemnification does not extend to the sole negligence of **COUNTY**.

3.3.3 Insurance Requirements.

**CONTRACTOR**, at **CONTRACTOR'S** own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of **COUNTY**. The form of any insurance policies and forms must be acceptable to **COUNTY**.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of **COUNTY**, constitute a material breach of this Contract.

**CONTRACTOR'S** insurance shall be primary insurance as respects **COUNTY**, and any insurance or self-insurance maintained by **COUNTY** shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect **COUNTY**.

The insurance policies may provide coverage which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to **COUNTY** under such policies. **CONTRACTOR** shall be solely responsible for the deductible and/or self-insured retention and **COUNTY**, at its option, may require **CONTRACTOR** to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

**COUNTY** reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. **COUNTY** shall not be obligated, however, to review such policies and/or endorsements or to advise **CONTRACTOR** of any deficiencies in such policies and endorsements, and such receipt shall not relieve **CONTRACTOR** from, or be deemed a waiver of **COUNTY'S** right to insist on strict fulfillment of **CONTRACTOR'S** obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, shall name **COUNTY**, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against **COUNTY**, its agents, representatives, officers, directors, officials and employees for any claims arising out of **CONTRACTOR'S** work or service.

3.3.3.1 Commercial General Liability. **CONTRACTOR** shall maintain Commercial General Liability Insurance (CGL) and, if necessary, Commercial Umbrella Insurance with a limit of not less than \$1,000,000 for each occurrence with a

\$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00 01 10 93 or any replacements thereof. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision which would serve to limit third party action over claims.

The CGL and the commercial umbrella coverage, if any, additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form CG 20 10 10 01, and shall include coverage for **CONTRACTOR'S** operations and products.

3.3.3.2 Automobile Liability. **CONTRACTOR** shall maintain Automobile Liability Insurance and, if necessary, Commercial Umbrella Insurance with a combined single limit for bodily injury and property damage of no less than \$1,000,000, each occurrence, with respect to **CONTRACTOR'S** vehicles (including owned, hired, non-owned), assigned to or used in the performance of this Contract. If hazardous substances, materials, or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

3.3.3.3 Workers' Compensation. **CONTRACTOR** shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of **CONTRACTOR'S** employees engaged in the performance of the work or services, as well as Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

**CONTRACTOR** waives all rights against **COUNTY** and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by **CONTRACTOR** pursuant to this agreement.

In case any work is subcontracted, **CONTRACTOR** will require the Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of **CONTRACTOR**.

3.3.4 Certificates of Insurance.

Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon 48 hours notice. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF CONTRACT.**

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance

of **CONTRACTOR'S** work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to **COUNTY** fifteen (15) days prior to the expiration date.

3.3.4.1 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

3.4 PROCUREMENT CARD ORDERING CAPABILITY:

It is the intent of Maricopa County to utilize a procurement card that may be used by the County from time to time, to place and make payment for orders under the Contract. Proposers without this capability may be considered non-responsive and not eligible for award consideration.

3.5 SCHEDULE OF EVENTS

Request for Proposals Issued:	AUGUST 26, 2004
Reissue of 04043-RFP Document in Entirety – 2 <sup>nd</sup> Amendment	OCTOBER 15, 2004
2 <sup>ND</sup> Mandatory Pre-Proposal Conference: See Section 3.6 for Specifics	NOVEMBER 4, 2004

**No questions will be responded to prior to the Pre-Proposal Conference.**

Deadline for Written Questions (72 hours after Pre-Proposal meeting). No questions will be responded to prior to the Pre-Proposal Conference. All written questions must be submitted to CUNICOL@MAIL.MARICOPA.GOV and be received by 11:00 AM Arizona time. All questions and answers will be posted to [www.maricopa.gov](http://www.maricopa.gov) with the original solicitation.

Deadline for submission of proposals is 2:00 P.M., MST, on **NOVEMBER 19, 2004**. All proposals must be received before 2:00 P.M. on the above date at Maricopa County Materials Management Department, 320 West Lincoln Street, Phoenix, AZ 85003.

Proposed review of Proposals and short list decision:	DECEMBER 3, 2004
Vendor presentations: (if required)	DECEMBER 15, 2004
Proposed selection and negotiation:	DECEMBER 27, 2004
Proposed Best & Final (if required)	JANUARY 7, 2005
Proposed award of Proposal:	JANUARY 19, 2005

All responses to this proposal become the property of Maricopa County and (other than pricing) will be held confidential, to the extent permissible by law. The County will not be held accountable if material from proposal responses is obtained without the written consent of the Proposer by parties other than the county.

3.6 PRE PROPOSAL CONFERENCE:

**THERE WILL BE A MANDATORY (FOR PROSPECTIVE PAGER VENDORS ONLY) PRE-PROPOSAL CONFERENCE ON NOVEMBER 4, 2004, 10:00 A.M., AT THE MARICOPA COUNTY CHAMBERS BUILDING, 2nd FLOOR, CANYON CONFERENCE ROOM, 301 S. 4<sup>th</sup> AVE., PHOENIX, AZ 85003.**

**PROSPECTIVE MOBILE/CELLULAR/DATA VENDORS MAY ATTEND AT THEIR DISCRETION FOR CLARIFICATION OF REVISED RFP DOCUMENT.**

3.7 INQUIRIES AND NOTICES:

All inquiries concerning information herein shall be addressed to:

MARICOPA COUNTY  
DEPARTMENT OF MATERIALS MANAGEMENT  
ATTN: CONTRACT ADMINISTRATION  
320 W. LINCOLN ST.  
PHOENIX, AZ 85003

Administrative and Technical telephone inquiries shall be addressed to:

LONNIE CUNICO, PROCUREMENT CONSULTANT, 602-506-3243  
([CUNICOL@mail.maricopa.gov](mailto:CUNICOL@mail.maricopa.gov))

For dissemination to applicable personnel and/or Department

Inquiries may be submitted by telephone but must be followed up in writing. No oral communication is binding on Maricopa County.

3.8 INSTRUCTIONS FOR PREPARING AND SUBMITTING PROPOSALS:

Proposers are to provide one (1) original (labeled) PLUS ONE (1) ELECTRONIC COPY ON A CD and EIGHT (8) copies of their proposal. **Proposers are to address proposals identified with return address, serial number and title in the following manner:**

**Maricopa County Department of Materials Management  
320 W. Lincoln St.  
Phoenix, AZ 85003**

**SERIAL 04043 – RFP  
WIRELESS SERVICES (CELLULAR, DATA, PDA’S, PAGERS) NIGP 725-51**

Proposals must be signed by a corporate official who has been authorized to make such commitments. All prices shall be held firm for a period of one hundred twenty (120) days after the RFP closing date.

3.9 EXCEPTIONS TO THE SOLICITATION:

The Proposer shall identify and list all exceptions taken to all sections of 04043 – RFP and list these exceptions referencing the section (paragraph) where the exception exists and identify the exceptions and the proposed wording for the Proposer’s exception. The Proposer will list these exceptions in the Best and Final Proposal under the heading, “Exception to the PROPOSAL Solicitation, SERIAL 04043 - RFP.” **Exceptions that surface elsewhere and that do not also appear under the heading, “Exception to the PROPOSAL Solicitation, SERIAL 04043 - RFP,” shall be considered invalid and void and of no contractual significance.**

The County reserves the right to reject, render the proposal unacceptable, enter into negotiation on any of the Proposer exceptions, or accept them outright.

3.10 GENERAL CONTENT:

The Proposal submitted should be specific and complete in every detail. It should be practical and should be prepared simply and economically, providing a straightforward, concise delineation of capabilities to satisfactorily perform the Contract being sought.

The Proposer should not necessarily limit the proposal to the performance of the services in accordance with this document but should outline any additional services and their costs if the Proposer deems them necessary to accomplish the program.

**3.11 FORMAT AND CONTENT:**

To aid in the evaluation, it is desired that all proposals follow the same general format. The proposals are to be submitted in binders and have sections tabbed as below: PROPOSALS SHALL NOT EXCEED 200 PAGES, SINGLE SIDED, 12 POINT FONT.

**3.11.1 Table of Contents**

**3.11.2 Letter of Transmittal (Exhibit 1)**

**3.11.3 Short introduction and summary – This section shall contain an outline of the general of the proposal.**

**3.11.4 Proposal – Your proposal should contain a statement of all of the plans, programs and services proposed, including conclusions and generalized recommendations. Proposals should be all-inclusive, detailing your best offer. Additional related services should be incorporated into the proposal, if applicable.**

Additionally:

All detailed responses to Attachment D should be included in this section and labeled accordingly.

All Applicable responses, expanded detail and/or clarifications in regards to sections 2.3 – 2.24.

PLEASE NOTE THAT A SUMMARY OF ALL EXCEPTIONS IF APPLICABLE SHOULD BE DETAILED AND LABELED AS SECTION 3.11.7. Please see section 3.9 above for details regarding EXCEPTIONS.

**3.11.5 Firms Qualifications.**

**3.11.6 Detailed plan descriptions proposed**

**3.11.7 Proposal exceptions**

**3.11.8 Pricing (Attachment A)**

**3.11.9 Agreement (Attachment B)**

**3.11.10 References (Attachment C)**

**3.11.11 Mandatory and Desirable Matrix (Attachment D)**

**3.12 EVALUATION OF PROPOSAL – SELECTION FACTORS:**

A Proposal Analysis Committee shall be appointed, chaired by the Materials Management Department, to evaluate each Proposal and prepare a scoring of each Proposal to the responses as solicited in the original request. At the County's option, proposing firms may be invited to make presentations to the Evaluation Committee. Best and Final Offers and/or Negotiations may be conducted, as needed, with the highest rated Proposer(s). Proposals will be evaluated on the following criteria which are listed in order of importance..

**3.12.1 Firms ability to meet mandatory and desirable specifications**

3.12.2 Coverage

3.12.3 Price

3.12.4 Bulk Minute Plans and Volume Discounts Proposed

3.13 POST AWARD MEETING:

The successful Proposer(s) shall be required to attend a post-award meeting with the Using Agency to discuss the terms and conditions of this Contract. This meeting will be coordinated by the Procurement Consultant of the Contract.

**NOTE: PROPOSERS ARE REQUIRED TO USE ATTACHED FORMS TO SUBMIT THEIR PROPOSALS.**

ATTACHMENT A  
PRICING

SERIAL 04043-RFP

PRICING SHEET S048102/B0700114/NIGP725-51

BIDDER NAME: \_\_\_\_\_  
F.I.D./VENDOR #: \_\_\_\_\_  
BIDDER ADDRESS: \_\_\_\_\_  
P.O. ADDRESS: \_\_\_\_\_  
BIDDER PHONE #: \_\_\_\_\_  
BIDDER FAX #: \_\_\_\_\_  
COMPANY WEB SITE: \_\_\_\_\_  
COMPANY CONTACT (REP): \_\_\_\_\_  
E-MAIL ADDRESS (REP): \_\_\_\_\_

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: \_\_\_\_ YES \_\_\_\_ NO

ACCEPT PROCUREMENT CARD: \_\_\_\_ YES \_\_\_\_ NO

REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: \_\_\_\_ YES \_\_\_\_ NO \_\_\_\_ % REBATE

(Payment shall be made within 48 hrs utilizing the Purchasing Card)

INTERNET ORDERING CAPABILITY: \_\_\_\_ YES \_\_\_\_ NO \_\_\_\_ % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: \_\_\_\_ YES \_\_\_\_ NO

PAYMENT TERMS: BIDDER IS REQUIRED TO PICK ONE OF THE FOLLOWING.

TERMS WILL BE CONSIDERED IN DETERMINING LOW BID.

FAILURE TO CHOOSE A TERM WILL RESULT IN A DEFAULT TO NET 30.

BIDDER MUST INITIAL THE SELECTION BELOW.

NET 10 \_\_\_\_\_  
NET 15 \_\_\_\_\_  
NET 20 \_\_\_\_\_  
NET 30 \_\_\_\_\_  
NET 45 \_\_\_\_\_  
NET 60 \_\_\_\_\_  
NET 90 \_\_\_\_\_  
2% 10 DAYS NET 30 \_\_\_\_\_  
1% 10 DAYS NET 30 \_\_\_\_\_  
2% 30 DAYS NET 31 \_\_\_\_\_  
1% 30 DAYS NET 31 \_\_\_\_\_  
5% 30 DAYS NET 31 \_\_\_\_\_

INDICATE PERCENTAGE OF M/WBE PARTICIPATION IF ANY HERE: \_\_\_\_\_%

PLEASE INDICATE HOW YOU HEARD ABOUT THIS SOLICITATION:

\_\_\_\_ NEWSPAPER ADVERTISEMENT  
\_\_\_\_ MARICOPA COUNTY WEB SITE  
\_\_\_\_ PRE-SOLICITATION NOTICE  
\_\_\_\_ OTHER (PLEASE SPECIFY)

ATTACHMENT A  
PRICING

**1.0 PRICING: PUBLISHED AIRTIME**

**PRICING SHOULD REFLECT PUBLISHED "NON-DISCOUNTED" RATE PLANS**

- 1.1 300 ANYTIME MINUTES \$ \_\_\_\_\_ PER MONTH
- 1.2 500 ANYTIME MINUTES \$ \_\_\_\_\_ PER MONTH
- 1.3 1000 ANYTIME MINUTES \$ \_\_\_\_\_ PER MONTH
- 1.4 4000 ANYTIME MINUTES \$ \_\_\_\_\_ PER MONTH
- 1.5 UNLIMITED ANYTIME MINUTES \$ \_\_\_\_\_ PER MONTH

**DISCOUNT TO BE CONTRACTUALLY APPLIED TO ALL PUBLISHED RATE PLANS**

1.6 PERCENTAGE DISCOUNT OFF ALL  
PUBLISHED PLANS (CELLUAR AIRTIME) \_\_\_\_\_% PUBLISHED PLAN DISCOUNT  
(See Sec. 2.5 & 2.6)

1.7 PERCENTAGE DISCOUNT OFF ALL  
PUBLISHED DATA PLANS \_\_\_\_\_% PUBLISHED PLAN DISCOUNT  
(See Sec. 2.5 & 2.6)

**DISCOUNT TO BE CONTRACTUALLY APPLIED TO ALL COMMERCIALY AVAILABLE EQUIPMENT &  
ACCESSORIES**

1.8 PERCENTAGE DISCOUNT OFF ALL  
EQUIPMENT \_\_\_\_\_% EQUIPMENT DISCOUNT  
(See Sec. 2.5 & 2.6)

1.9 PERCENTAGE DISCOUNT OFF ALL  
ACCESSORIES \_\_\_\_\_% ACCESSORY DISCOUNT

<b>1.10 BULK MINUTE PRICING MATRIX</b>	<b>COST</b>	<b>Maximum Phones per Bulk Minute Plan</b>	<b>ROLL OVER (Y/N)*</b>
5000 BULK MINUTES			
10,000 BULK MINUTES			
15,000 BULK MINUTES			
20,000 BULK MINUTES			
30,000 BULK MINUTES			
40,000 BULK MINUTES			
50,000 BULK MINUTES			
60,000 BULK MINUTES			
70,000 BULK MINUTES			
80,000 BULK MINUTES			
90,000 BULK MINUTES			
100,000 BULK MINUTES			

\* Please state Roll Over specifications as related to Bulk Minute Offering.  
Please attach detail if necessary.



ATTACHMENT A  
PRICING

**2.0 SATELLITE PHONE SERVICE & EQUIPMENT (Optional)**

2.1 SATELLITE PLANS \_\_\_\_\_% OFF ANY PUBLISHED PLAN

2.2 SATELLITE PHONES (Equipment) \_\_\_\_\_% EQUIPMENT DISCOUNT

2.3 SATELLITE PHONE (Equipment) LEASE RATE PER MONTH

EQUIPMENT \_\_\_\_\_ PER MONTH # \_\_\_\_\_ MODEL#  
Please Include Specs. With Bid

Please include additional Models and Pricing Schedule as Applicable.

**3.0 PAGER SERVICE & EQUIPMENT (Optional)**

**3.1 PAGER PLANS**

3.1.1	IN AREA	\$ _____	PER MONTH
3.1.2	NATIONWIDE	\$ _____	PER MONTH
3.1.3	Voice Mail	\$ _____	Per pager per month
3.1.4	Group Paging	\$ _____	Per pager per month
3.1.5	Alphamate Keyboards	\$ _____	PER MONTH

**4.0 EMPLOYEE PLANS (Optional) (See Sec. 2.8)**

4.1 PERCENTAGE DISCOUNT OFF ALL  
PUBLISHED PLANS (INCLUSIVE OF ALL  
CELLUAR AIRTIME AND DATA PLANS) \_\_\_\_\_% PUBLISHED PLAN DISCOUNT

4.2 PERCENTAGE DISCOUNT OFF ALL \_\_\_\_\_% EQUIPMENT DISCOUNT

ATTACHMENT B

**AGREEMENT**

The Proposers hereby certify that they have read, understand and agree that acceptance by Maricopa County of the Contractor's offer by the issuance of a Purchase Order or Contract will create a binding Contract. Further, they agree to fully comply with all terms and conditions as set forth in the Maricopa County Procurement Code, and amendments thereto, together with the specifications and other documentary forms herewith made a part of this specific procurement

**BY SIGNING THIS AGREEMENT THE SUBMITTING FIRMS CERTIFIES THAT THEY HAVE REVIEWED THE ADMINISTRATIVE INFORMATION AND DRAFT RFP CONTRACT'S TERMS AND CONDITIONS LOCATED AT <http://www.maricopa.gov/materials>. AND AGREE TO BE CONTRACTUALLY BOUND TO THEM.**

MINORITY/ WOMEN-OWNED SMALL BUSINESSES (check appropriate item):

\_\_\_\_\_ Disadvantaged Business Enterprise (DBE)  
 \_\_\_\_\_ Women-Owned Business Enterprise (WBE)  
 \_\_\_\_\_ Minority Business Enterprise (MBE)  
 \_\_\_\_\_ Small Business Enterprise (SBE)

\_\_\_\_\_  
 FIRM SUBMITTING PROPOSAL

\_\_\_\_\_  
 FEDERAL TAX ID NUMBER

\_\_\_\_\_  
 PRINTED NAME AND TITLE

\_\_\_\_\_  
 AUTHORIZED SIGNATURE

\_\_\_\_\_  
 ADDRESS

\_\_\_\_\_  
 TELEPHONE

\_\_\_\_\_  
 FAX #

\_\_\_\_\_  
 CITY STATE ZIP

\_\_\_\_\_  
 DATE

WEB SITE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

MARICOPA COUNTY, ARIZONA

BY: \_\_\_\_\_  
 DIRECTOR, MATERIALS MANAGEMENT

\_\_\_\_\_  
 DATE

BY: \_\_\_\_\_  
 CHAIRMAN, BOARD OF SUPERVISORS

\_\_\_\_\_  
 DATE

ATTESTED:

\_\_\_\_\_  
 CLERK OF THE BOARD

\_\_\_\_\_  
 DATE

APPROVED AS TO FORM:

\_\_\_\_\_  
 MARICOPA COUNTY ATTORNEY

\_\_\_\_\_  
 DATE

ATTACHMENT C

**CONTRACTOR REFERENCES**

Include quantities and type provided

**FIRM SUBMITTING PROPOSAL:**

1. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_
  
2. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_
  
3. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_
  
4. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_
  
5. COMPANY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_

## ATTACHEMENT D

### BUSINESS & TECHNICAL REQUIREMENTS

#### MANDATORY AND DESIRABLE PLAN FEATURE MATRIX

Allowable Vendor Responses: **Yes**(meets requirements), **No** (does not meet requirement), **Partial** (partially meets or alternative approach)    **3<sup>rd</sup> Party – Free, 3<sup>rd</sup> Party – Chargeable**

**Vendor may respond in greater detail within their proposal on any item detailed below. Response should be labeled accordingly with the proper Reference No.#. Please place an X in the “Detailed in Proposal “ column if a detailed response has been placed in body of proposal (To be detailed in Section 3.11.4 of Proposal)**

Ref. #	Business & Technical Requirements		
		Response	Detailed in Proposal
<b>2.1.1</b>	<b>MANDATORY PLAN FEATURES</b>		
2.1.1.1	Call Waiting		
2.1.1.2	Caller ID		
2.1.1.3	3-Way Calling		
2.1.1.4	Blocking <ul style="list-style-type: none"> <li>• Call Blocking (Selectively Block Delivery of Phone# to Caller ID)</li> <li>• Line Blocking (Block Delivery of Phone # on all Calls Made)</li> </ul>		
2.1.1.5	Call Forwarding		
2.1.1.6	Directory Assistance (411)		
2.1.1.7	Discount Rates for Accessories (e.g. Chargers, Car Kits, Antennas, etc.)		
2.1.1.8	Free Mobile to Mobile Calling (Inter-Carrier Only)		
2.1.1.9	Free Wireless Local Number Portability (WLNP)		
2.1.1.10	No In-State Long Distance/Toll/Roaming Charges		
2.1.1.11	Pooled and Individual Volume Rate Plans (Offer specific Breakpoints for Differing Rates)		
2.1.1.12	Voice Mail		
2.1.1.13	Maintain full compliance with FCC E911 Mandates		
2.1.1.14	Wireless /Data Capability – Must meet FBI Encryption requirements when used within Law Enforcement Applications.		
2.1.1.15	Availability of Regional and Nationwide plans		
2.1.1.16	Synchronization for down/up load		
2.1.1.17	On-Site equipment installation services for vehicles		

2.1.1.18	PM Services twice a year, to include upgraded software and/or firmware versions.		
<b>2.1.2</b>	<b>DESIRABLE PLAN FEATURES &amp; OPTIONS</b>	<b>Response</b>	<b>Detailed in Proposal</b>
2.1.2.1	Call Plan Options with No-Cost Handsets		
2.1.2.2	Month-to-Month Roll-Over Minutes		
2.1.2.3	Data Network Access over Carrier Network		
2.1.2.4	Data Network Access over Carrier Network		
2.1.2.5	Equipment Options (Phones & Other Communication Devices)	N/A	N/A
2.1.2.5.1	Bio-Metric Personal Identification		
2.1.2.5.2	Biotelemetry		
2.1.2.5.3	Camera/Video picture transmission		
2.1.2.5.4	Dual/Tri-Mode/Quad-Mode which include multiple digital modes and frequency bands.		
2.1.2.5.5	GSM Capable for International coverage as applicable.		
2.1.2.5.6	External Data ports for computer connection: Minimum 56kb throughput rate.		
2.1.2.5.7	Two Way push-to-talk		
2.1.2.5.8	Two Way text messaging		
2.1.2.5.9	Direct hearing-aid compatible phones		
2.1.2.5.10	GPS based map display phones		
2.1.2.5.11	Radiotelephones with hardened cases/Ruggedized		
2.1.2.5.12	Palm OS Screen Phones with 320x320 pixel screen		
2.1.2.5.13	Dual Number Capability		
2.1.2.5.14	Hands free units for vehicles		
2.1.2.5.15	Import/Export Data (Per specifications)		
2.1.2.5.16	Java Programmable		
2.1.2.5.17	Personal Data Assistant (PDA)		
2.1.2.5.18	Site Specific repeaters to improve service accessibility.		
2.1.2.5.19	Web Browser		

2.1.2.6	Equipment Refresh Program		
2.1.2.7	Free incoming minutes		
2.1.2.8	Free Land-Line calling to Pre-Designated Service numbers		
2.1.2.9	Free Nights and Weekends Calling		
2.1.2.10	Free Nationwide Long Distance Calling		
2.1.2.11	IP-Based Applications <ul style="list-style-type: none"> <li>• Canned Programs</li> <li>• Custom Programming Services</li> <li>• Security Services</li> </ul>		
2.1.2.12	Overage Management <ul style="list-style-type: none"> <li>• Ability to dynamically purchase additional calling minutes to avoid overage fees</li> <li>• Roll Over Minutes – Month –to-Month</li> </ul>		
2.1.2.13	Rental versus purchase of equipment and insurance plans with deductible		
2.1.2.14	Inventory control by department, possibly through web access		
2.1.2.15	Flexibility to change plans or promotional plans		
2.1.2.16	Specify your Company's ability to provide portable repeaters (COW's) for emergency situations as well as the procedure to request this service.		
<b>2.1.3</b>	<b>MANDATORY CONTRACTOR BUSINESS REQUIREMENTS:</b>	<b>Response</b>	<b>Detailed in Proposal</b>
2.1.3.1	SHALL OWN & OPERATE THEIR OWN COMMUNICATION NETWORK(s) (GSM, CDMA, IDEN, TDMA, AMPS)		
2.1.3.2	Shall Not Impose A Minimum Term Length for Equipment and Calling Plans		
2.1.3.3	Shall Not Impose Service Actions Fees		
2.1.3.4	Shall Permit Owner to Switch Service Plans without Incurring a Penalty or Obligating Owner to Additional Contract Terms		
2.1.2.5	Shall Provide a Service Availability Topography Map for Arizona and or RF Propagation Maps as requested.		
2.1.2.6	Shall Terminate Service to Lost or Stolen Equipment within Two (2) Hours of Owner Notification to the Contractor		
2.1.2.7	Shall provide ability to change service plan within month for a short time frame with no penalty.		
2.1.3.8	CD-ROM, EDI, or XML Billing & Reporting <ul style="list-style-type: none"> <li>• Two (2) Separate Billing Accounts Itemized Charges (One for Equipment &amp; One for Airtime)</li> </ul>		

2.1.3.9	<p>Equipment (Phones &amp; Other Communication Devices)</p> <ul style="list-style-type: none"> <li>Bank of On-Hand Equipment Spares (Qty. of 5 per model type and associated accessories) for New Service Activation and Equipment Replacements for each agency. These can be activated at any time 24 hours a day for emergency purposes.</li> </ul> <p>Phones must be E91 Phase II Compatible</p>		
2.1.3.10	<p>Equipment &amp; Supplies Delivery</p> <ul style="list-style-type: none"> <li>New &amp; Replacement Equipment &amp; Supplies shall be delivered by Contractor to Owners' requesting Department (Depot Service)</li> <li>New &amp; Replacement Equipment &amp; Supplies designated as Public Safety and Emergency Management shall be given priority service delivery.</li> </ul>		
2.1.3.11	Electronic Billing Data shall be Received within 10 Days of the Close of the Billing Cycle		
2.1.3.12	Dedicated Account Rep. Available 8-5 Mon.-Fri. MST		
2.1.3.13	<p>Radiotelephone REGISTRATION:</p> <p>Each radiotelephone shall be delivered with all required accessories, and ready for use. Carrier registration shall be pre-assigned to the buyer-designated carrier or carriers.</p>		
2.2	WARRANTY		
2.3	MAINTENANCE		
2.4	ELECTRONIC COMMERCE		
2.5	PRICING LEVEL DISCOUNT GUARANTEE		
2.6	VOLUME DISCOUNTS		
2.7	<b>DESIRABLE CONTRACTOR BUSINESS REQUIREMENTS</b>	<b>Response</b>	<b>Detailed in Proposal</b>
2.7.1	Replacement Equipment Shall be received within 48 Business Hours		
2.7.2	Wireless Local Number Portability requests shall be completed within 48 Business Hours.		
2.7.3	Dedicated Account Service Representative available 8 am to 5 pm Monday – Friday MST.		
2.7.4	Public Entities to receive Network Priority during declared public emergency.		

**EXHIBIT 1**

**LETTER OF TRANSMITTAL**

(To be typed on the letterhead of Offeror)

Maricopa County Department of Materials Management  
320 West Lincoln,  
Phoenix, Arizona 85003

Re: BS 04043-RFP

To Whom It May Concern:

The undersigned, \_\_\_\_\_(herein referred to as the "Offeror"), hereby submits its response to your Request for Proposal dated \_\_\_\_\_, and agrees to supply and furnish to you, all in accordance with the Scope of Work and conditions that are detailed in said Request for Proposal.

Offeror hereby acknowledges and recognizes that, if this proposal is accepted by the Maricopa County, such acceptance will form a contract, and that Offeror shall thereupon be contractually obligated to carry out its responsibilities respecting the services described

Kindly advise this in writing on or before \_\_\_\_\_ if you should desire to accept this proposal.

Very truly yours,

\_\_\_\_\_